

**Counseling and Psychological Services Center  
992500**

**DO NOT MAKE ENTRIES ON THIS SHEET. IT IS FOR DISPLAY ONLY**

**Student Fee allocations**

	16-17 Actual	17-18 Actual	18-19 Budget	19-20 Proposal	19-20 Difference	% 19-20 Difference
<b>Base amount</b>	\$ 549,084	\$ 563,031	\$ 626,220	\$ 644,465	\$ 18,245	3%
<b>61000 - Salary</b>	\$ 332,073	\$ 364,067	\$ 413,544	\$ 424,444	\$ 10,899	3%
<b>62000 - Wages</b>	\$ 55,320	\$ 11,638	\$ 7,537	\$ 7,537	\$ -	N/A
<b>63000 - Benefits</b>	\$ 144,978	\$ 160,591	\$ 178,403	\$ 180,949	\$ 2,546	1%
<b>71000 - Current Expense</b>	\$ 16,713	\$ 26,735	\$ 26,735	\$ 31,535	\$ 4,800	18%
<b>75000 - Travel</b>	\$ -	\$ -	\$ -	\$ -	\$ -	N/A
<b>76000 - Scholarships</b>	\$ -	\$ -	\$ -	\$ -	\$ -	N/A
<b>77000 - Capital Outlay</b>	\$ -	\$ -	\$ -	\$ -	\$ -	N/A
<b>Total Expense</b>	\$ 549,084	\$ 563,031	\$ 626,220	\$ 644,465	\$ 18,245	3%
<b>One time request</b>				\$ -	\$ -	N/A
<b>Total Request</b>	\$ 549,084	\$ 563,031	\$ 626,220	\$ 644,465	\$ 18,245	3%
<b>Carry Forward</b>	\$ 104,598	\$ 24,097	\$ 17,900	\$ 0	\$ (17,900)	-100%

Notes, including any one-time request(s):

Actual benefit percentages range from 23% to 124%, with an average of 50%

Total new ask: \$18,245

## **STUDENT FEE RECOMMENDATION COMMITTEE FEE REQUEST FOR 2019-20**

Department or Program Name: Counseling and Psychological Services Center

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Location: SC 280

### **1. What is your overall mission?**

The mission of the Counseling and Psychological Services Center is to enhance the psychological growth and development of the diverse Weber State University community. We support the academic experience by providing brief mental health counseling, outreach, and consultation services that help individuals to identify barriers, improve coping, and achieve personal goals.

CPSC has been accredited by the International Association of Counseling Services (IACS), the recognized accrediting body for university counseling centers, since 2013. Achieving this status indicates that CPSC meets the highest standards set in the field.

### **2. What do students gain from participating in your program/facility that contributes to the success of a student's educational experience at Weber State?**

Through participation in the array of therapeutic opportunities available at CPSC, students can experience personal growth, improve their mental health, learn healthier coping strategies, and strengthen interpersonal skills. Such gains contribute significantly to the holistic development of students, allowing them to apply themselves more effectively, modify or eliminate psychological barriers to academic success, and take full advantage of their educational experience.

Therapeutic opportunities available at CPSC include the following:

#### Individual Counseling

Our licensed professionals provide students with a safe and comfortable atmosphere in which to discuss their concerns as they work toward healthy changes. Counseling may, for example, focus on thought patterns that interfere with effective learning, alleviating depression or anxiety that inhibits academic performance, or improving interpersonal patterns that impede student success in numerous ways. CPSC services continue to be in high demand. Each year, more than 800 students benefit from more than 3,500 individual counseling appointments.

#### Couples/Family Counseling

Relationship concerns often cause significant stress and disruptions in student performance. This is particularly true with the student population at WSU, where such a high percentage of students are married and/or have children. Addressing problematic issues with both partners through couples counseling, and including children as appropriate, can alleviate such stress by improving



communication skills, increasing collaboration, and decreasing conflict. Approximately 7-10% of CPSC clientele are seen as couples or families.

#### Psychoeducational Assessment

CPSC began offering affordable psychoeducational assessment for WSU students in Fall 2016. Such assessment evaluates for Attention-Deficit/Hyperactivity Disorder (ADHD), a common academically-disruptive problem faced by college students. This expensive and time-consuming service was necessary in order to provide responsible diagnostic backing for the prescription of stimulant medications used to treat ADHD. During AY 2017-18, 30 students benefitted from psychoeducational assessment, which consumed 120 hours of staff time.

#### Groups

CPSC currently offers a variety of groups addressing issues of concern to students, including stress management, interpersonal effectiveness, LGBTQ support, attention difficulties, and women's issues. During AY 2017-18, 137 unique students benefitted from CPSC groups. Because group is such an effective and efficient treatment modality, we are focusing on building our group program.

#### Crisis Intervention

CPSC provides immediate or same-day crisis intervention when needed. Students dealing with crises such as suicidal thoughts/intentions, sudden death in the family, and/or trauma/assault, may seek emergency assistance at CPSC. When needed, CPSC staff members can facilitate hospitalization. During AY 2017-18, 73 crisis appointments were conducted at CPSC. A total of 36 students required significant intervention and safety planning to address serious suicidal ideation, 6 were referred for hospitalization, and 9 had a recent suicide attempt.

#### Psychiatric Services

Our Psychiatric Mental Health Nurse Practitioner (PMHNP) provides students with the evaluation and medication management that may be necessary for them to realize their academic potential. The stressful nature of student life can trigger depression or anxiety in young adulthood, the developmental stage at which the onset of mood and other psychiatric disorders is most common. Such disorders can be debilitating and even life-threatening for students. The combination of counseling and appropriate medication has been proven to be the most effective treatment plan for moderating or eliminating such symptoms. As such, only current counseling clients are eligible for psychiatric services at CPSC. About 20% of clients in counseling at CPSC also receive psychiatric services, with about 100 benefitting from a thorough psychiatric evaluation and about 200 having their medication managed by the CPSC PMHNP.

#### Outreach and Consultation

CPSC makes a concerted effort to educate the campus community about mental health issues and to consult as appropriate with faculty and staff. In AY 2017-18, we spent nearly 250 hours engaging in such work, including providing class presentations, offering training in QPR for Suicide Prevention, and contributing on relevant campus committees.

CPSC also trains and supervises an Outreach Team to enhance outreach offerings and provide meaningful peer-to-peer learning opportunities for students. During AY 2017-18, this team of advanced undergraduates provided 193 hours of direct service and reached at least 2,707 students. Nearly 15% of these student contacts occurred at the Davis Campus. Key events included Wildcat Block Party, Student Services Expos on both campuses, Davis Campus Welcome Week, Stress Breaks with therapy animals, and the Relaxation Fair. The Outreach Team also facilitated educational workshops and hosted a variety of tables on topics such as anxiety, depression, loneliness, sleep, kindness, and resiliency. We are proud of the growing impact of the Outreach Team, which provided 86.5% more hours of service and 87.6% more student contacts than the previous year.

Acknowledging that demand for counseling services always exceeds the supply of available clinicians and appointments, CPSC strives for innovative ways to help students address and improve their mental health outside of the therapy office. Two such efforts are unfolding in AY 2018-19. The Wildcat Support Network consists of a credit-bearing course (PSY 2810: Mental Health Awareness and Advocacy) which will help students understand and cope with symptoms of depression and anxiety, as well as support their peers with effective listening, empathy, and referral skills. This course will also serve as a prerequisite for select students to be trained in peer support group facilitation. The first sections of PSY 2810 will be taught in Spring 2019; the first peer support groups will be offered during Fall 2019.

Another way in which CPSC is attempting to maximize student access to mental health information and assistance is TAO: Therapy Assistance Online. TAO is an online mental health self-help platform available to all WSU students. Multiple modules on issues such as depression, anxiety, and stress management are available for students to explore at their own pace, independently or in conjunction with face-to-face therapy. CPSC made TAO available to all WSU students in mid-October 2018. The process of refining and customizing the product, compiling data, and advertising this valuable resource to students is underway. Currently, more than 120 students have registered for TAO and are utilizing it in some capacity.

### **3. Describe, in general, the evaluation process that your program/facility uses to assess your ability to meet your mission.**

CPSC uses a variety of means to assess service utilization, client satisfaction, and clinical effectiveness:

#### Titanium

CPSC utilizes Titanium, a comprehensive scheduling and client management database that is the gold standard among university counseling centers. Titanium allows us to collect accurate and comprehensive data, it allows us to better track client needs and utilization, and it facilitates the clinical documentation process.

#### Client Feedback Questionnaire

CPSC administers a biennial Client Feedback Questionnaire (CFQ) to assess satisfaction with our services. Results related to counselor effectiveness, symptom relief, and the impact of counseling on academic functioning are utilized to adjust and improve services accordingly.



According to our 2017 CFQ, 83% of clients improved their coping skills and 80% made healthier lifestyle choices as a result of counseling. CFQ results also demonstrate the importance of CPSC for students' academic success: 81% indicated that their psychological issues were affecting their academic performance; 86% indicated that CPSC services have positively impacted their academic performance; and 79% indicated that counseling helped them remain enrolled at WSU.

#### Center for Collegiate Mental Health & Counseling Center Assessment of Psychological Symptoms

CPSC collaborates with over 300 other university counseling centers across the country in clinical assessment research sponsored by the Center for Collegiate Mental Health (CCMH). The Counseling Center Assessment of Psychological Symptoms (CCAPS) is the assessment instrument selected for CCMH integration. This standardized and validated questionnaire measures symptomatology on seven scales, including depression, generalized anxiety, and hostility. Through involvement with CCMH, and through utilization of CCAPS, CPSC gains information about individual client progress, local norms, and national comparisons.

#### **4. State any increases you received from student fees for 2018-19 (if any), and explain how the increases were/will be used.**

CPSC is grateful to have received \$38,840 in new base funds for 2018-19. The majority of this money (\$31,690) was used to provide small salary increases for CPSC clinical staff, thus beginning to address troubling external equity issues. The remainder (\$7,150) was used to fund a stipend for the new position of Clinical Director. Dr. Aaron Jeffrey accepted this position in August 2018.

#### **5. Describe any increases you are requesting from student fees for 2019-20 and explain your justification for the request. Each requested increase must be listed and described in your narrative (e.g., compensation, new positions, wage increases, travel, new programmatic initiatives, etc.). Any increase described in your narrative must be itemized on your budget spreadsheet (see question 6 below).**

CPSC respectfully requests a total of \$18,245 in additional base funding from SFRC. These funds will be used to support an increase in FTE for our Psychiatric Mental Health Nurse Practitioner (PMHNP) and ongoing technology and accreditation fees.

Our PMHNP, a .75 FTE employee, is the sole psychiatric specialist on campus, managing referrals from all 12 CPSC clinicians. He distributes his time across the year to best meet student needs, working more hours during fall and spring semesters and fewer hours during summer semester. As mental health needs have grown in both volume and severity, this coverage ratio is not sustainable. In the past year alone, our PMHNP saw an increase of 12.5% in fall/spring psychiatric evaluations and a 38.5% increase in summer psychiatric evaluations. Medication management appointments increased by 13.9% during summer 2018 and by 16.4% during fall 2018. By November 14, 2018, all of our psychiatric evaluation appointments were booked for the remainder of the semester. In order to better serve our students and meet their psychiatric needs in a more timely fashion, we must increase the PMHNP FTE. As such, we are requesting \$13,445 in salary and benefits to implement this increase from .75 to .85 FTE.

Two clinical management software packages are vital to the functioning of CPSC. Titanium Schedule, used by our clinicians, costs about \$1,800 annually. Valant, used by our PMHNP, costs about \$1,400 annually. These expenses have never been funded, and we are no longer able to cover them with carry forward dollars. As such, we are requesting \$3,200 in SFRC funds to support these technology expenses.

CPSC has been accredited by the International Association of Counseling Services (IACS) since 2013. This status reflects our commitment to practicing according to the highest standards in our field. It provides important internal and external credibility, and it assures students, staff, faculty, administrators, and job applicants that CPSC is a high-quality department. Maintaining our accreditation costs \$1,600 annually. Because this fee has never been funded, we are requesting SFRC funds to do so.

In summary:

PMHNP	\$13,445
Titanium	1,800
Valant	1,400
IACS	1,600
Total request	\$18,245

**6. Complete the attached spreadsheet outlining your overall budget and any requested increases. Each requested increase described in your narrative (see question 5 above) should correspond to the line items in the spreadsheet column "19-20 Change."**

See attached.